

# Why Customer Service?

# Do you know why they leave?

- ▶ 1% die
- ▶ 3% Move away
- ▶ 5% Develop other relationships
- ▶ 9% Leave for competitive reasons
- ▶ 14% are dissatisfied with product or service.
- ▶ 68% Leave because of rude or discourteous service.



# Our Online Ratings

- ▶ Facebook.com/digitalhospital.sg -> 4.8
- ▶ Google Business Digital Hospital -> 4.8



**John Tan**

1 review

★★★★★ a month ago

I visited Guru Home Services and was attended by Niel, a pleasant and helpful person who help me in my data migration from my old laptop to my new one bought from Court yesterday. I wish to share that Niel has a good professional touch in his service and I am very pleased with his service. Thank you Niel!



Like

**Response from the owner** a month ago

Hi John, thank you for your 5 star review! We are glad that you had a great experience with us!



Edit



**Annie Tan**

1 review

★★★★★ 4 days ago

I met the guru by Courts staff Niel gave me a great help when I went towards to him for IT help. once again Thanks a lot Niel. You are the best.

# Customer Recovery

# Customer Recovery 4 Simple Steps

## *Customer Recovery: L.A.S.T*

### 1. “L” - Listen

- Let customer release their emotion
- Information gathering
- Show customer you are there to help by
  - Acknowledging
  - Taking notes
  - Summarizing
- Try to guide customer to use their left Brain (logic) than their right brain (emotion)

# Customer Recovery 4 Simple Steps

## *Customer Recovery: L.A.S.T*

### 1. “A” - Apologize

- After listen, SAY “**Sorry** for .....

### 2. “S” - Solve the Problem

- 1. Provide a solution **RELATED** to the information gathered

### 3. “T” - Thank customer

- 1. Say, “**THANK YOU** for your patience.....”
- 2. **Build the relationship** back to recover the customer.

# ONLY Don'ts

# Don'ts - Customer Service

## *Customer Service*

1. Don't let anyone enter the shop without a **warm greeting**
2. Don't let anyone leave the shop without a **"Thank you"**
3. Don't ask **how customers are**. You don't care, they know it.
4. Don't say **"No problem"** - Say **"You're welcome"**
5. Don't come to work without properly presented Company Uniform
6. Do not stop your **exceptional service** after the order is rung up. Final impressions are lasting impressions.



# Don'ts - Customer Service

## *Customer Service*

7. Never dismiss a customer who has a complaint; listen, take it seriously, address it. Use L.A.S.T technique.
8. Never allow bad behavior. If someone is swearing on a cellphone, politely suggest they go outside.
9. Just because we don't have an item, don't dismiss a customer. No one wants to hear, "I don't know."
10. Do not show frustration. Your only mission is to serve. Be patient; it's not easy.

# Don'ts - Customer Service

## *Customer Service*

11. Always pay attention at counter even if customers are not around.
12. Never use your mobile phone, watch movies on computer when on counter duty.



# How?



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*For our colleagues on duty who served you well!*  
(And 3 minutes are all it takes)

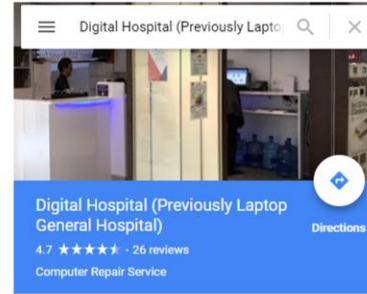
1



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2



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3



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